

## CHAPTER 4

# NAVY RECRUITING STATION OPERATIONS AND ADMINISTRATION

The last chapter dealt with people issues. Now we are going to take a look at your material assets, the recruiting stations and assigned vehicles. This chapter will detail the use of these assets as well as cover other operational and administrative subjects concerning the Navy recruiting station (NRS).

### RECRUITING FACILITIES

Our recruiting stations send a message to the public. We want that message to be positive and professional and to reach as much of the target market population as possible. You may be tasked to evaluate present recruiting stations or make recommendations for new locations. You also have an ongoing responsibility to assess your recruiting station(s) to ensure standards are maintained. To make an effective assessment, you should be cognizant of the location and facility requirements for an NRS.

### EVALUATING LOCATION

The location of any business is an important marketing consideration. You can make the most of current locations, but if you are making recommendations for new locations, you want to consider several factors that can enhance your recruiting efforts. Let's take a look at the considerations for full-time stations and part-time offices separately.

#### Full-Time Stations

There are four major factors in selecting a location for a full-time recruiting station.

**ACCESS TO MASS TRANSPORTATION.**— Your applicants should be able to get to your station. Transportation from your station to the test site and the military entrance and processing station (MEPS) is also a consideration. Check local bus lines, trains, and even airline information for some areas.

**HIGH PEDESTRIAN TRAFFIC.**— High pedestrian traffic is ideal for personally developed

contacts (PDCs). You want to choose an area where people frequently are found on foot. Stopping by the NRS might not have been on their original agenda, but since they are here. . .

**GOOD VISIBILITY.**— Your station, itself, will be a form of advertising. You want it located where as many people as possible will see it. A fifth floor office in a heavily populated area may not attract much attention. Not only do you want people to see the station, you want them to see it in professional surroundings. Look at the businesses in the area. Are they consistent with the Navy's values?

**MARKET PROXIMITY.**— Using your marketing data, which we'll discuss in detail in the next chapter, determine if the location is close to schools and other target market centers where military-age people congregate. The area with the greatest concentration of population density may not be the best location. Look closely at market quality. We should be located as close as possible to the market we are recruiting. The NRS station market analysis and review techniques (SMART) board, Station Level Market Share Report, and the Department of Defense (DOD) All-Service Accession Data Report will all be useful to you in identifying market proximity. Your final evaluation of the location should be based on actual on-site observations.

#### Part-Time Offices

Due to cost, part-time offices are authorized on an exception basis. Any separate part-time office should be in office spaces only, not exceed 150 square feet, and be at least 50 miles from full-time stations. Joint use of part-time office space with other service recruiters is encouraged. A substantial number of businesses are willing to make space in their firm available to a Navy recruiter. There are no objections to accepting an offer for desk space in an office of a local firm as long as it is clearly understood that no favors have been asked for and none granted. Space should never be solicited and offers should be referred to the chain of command.

## **FACILITIES MANAGEMENT**

The Army Corps of Engineers (COE) is the executive agent responsible for supporting all production level military recruiting offices. The COE programs, budgets, and finances all costs of acquiring and maintaining recruiting facilities. Included in these costs are lease agreements, secure parking arrangements, utilities, facility repairs and maintenance, and custodial services. The Commander, Navy Recruiting Command (CNRC) submits requirements to the COE based on input from the Areas who have collected data from their Navy recruiting districts (NRDs). You are, in effect, the eyes and ears of the NRD, Area, CNRC, and the COE. Each command develops a fiscal year (FY) facilities program. Field input provides the information and requirements to develop the program.

### **Facilities Input**

The logistics support officer (LSO)/facilities officer requests a FY Facilities Input and Current Status of Recruiting Stations Report from each station annually. This is the recruiters'-in-charge (RINC's) opportunity to provide comments and recommendations concerning their stations on the facilities information sheet shown as figure 4-1. Based on the RINC's knowledge, anything that needs done to improve the space can be identified.

**NOTE:** Serious deficiencies should be reported to the facilities officer via your chain of command immediately.

### **Facilities Management and Planning Meeting**

Also annually, each NRD LSO coordinates a facilities management and planning meeting. Key members of the command—the executive officer (XO), enlisted programs officer (EPO), chief recruiter (CR), all zone supervisors (ZSs), and the LSO—meet to recommend to the commanding officer (CO) which facility action requests must be submitted to CNRC. This meeting gives ZSs the opportunity to plead their cases as to the priority of their stations' facility requests.

### **Facility Actions**

Sufficient attention must be placed on facilities so that the recruiting stations add to the Navy image and contribute to accomplishing the recruiting mission.

Planning and programming current and future facility actions are essential. Facility actions include the establishment, disestablishment, relocation, expansion, or upgrade of recruiting facilities and the renewal or extension of existing leases and service contracts. The following terms are used for planning and programming facility actions:

- New office – The establishment of a recruiting facility.

- Relocation – The movement of personnel and equipment from one recruiting facility to another. The action includes reduction of space or disestablishment of an existing facility and establishment of a new facility.

- Expansion – The addition of space to an existing recruiting facility.

- Upgrade – The renovation of an existing facility.

- Minor upgrade – One or more upgrades whose combined total is less than \$1,000 per year per office.

### **Facility Standards**

To effectively provide input to the NRD, you should be aware of the acceptable standards for recruiting offices. If you experience problems with access, building services, or accommodations, first check your tenant/lease agreement. If you find conditions of the agreement are not being met, try informally approaching the building manager or owner, if known and local. If results are still unsatisfactory, use the chain of command to notify the facilities officer.

**ACCESS.**– Military should normally have the right to use the space and facilities beyond normal working hours, Saturdays, Sundays, and federal holidays.

**BUILDING SERVICE.**– Janitorial cleaning service should be provided 3 days per week. Larger stations may need to request daily service. Carpet cleaning and other essential building maintenance should be performed at least annually. Offices should be painted on a 3-year cycle and carpeted on a 5-year cycle.

# FACILITIES INFORMATION SHEET

Date: \_\_\_\_\_

1. NRS:
2. Address:
3. Circle other services collocated with you.

ARMY

AIR FORCE

MARINES

4. Number of personnel currently assigned including RINC and recruiters who man your PTO if you have one. \_\_\_\_\_ Reserve recruiter on board. \_\_\_\_\_

5. If you have a PTO, list the address below and circle services collocated there:

ARMY

AIR FORCE

MARINES

6. Total number of vehicles \_\_\_\_\_

7. Please list all telephone number \_\_\_\_\_

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8. Based on your knowledge or that of others on board, indicate what you need done to improve the space you occupy. Plan ahead and indicate anything you expect to need within the next 3 years. For example, "11 - Painting - Aug 94" or "17 - Miniblinds - Now, due to excessive sunlight in the morning."

<u>Code</u>	<u>Item</u>	<u>When Needed</u>

Figure 4-1A.—Facilities information sheet (front).

9. Facility action codes

NEW - New recruiting office

RELO - Relocation from one location to another

EXP - Expansion to an existing Facility

CLOSE - Upgrade an existing facility

REDUCE - Reduce in area an existing facility

10. Facility upgrade codes

1 - Provide and install exterior signs

2 - Install floor-to-ceiling partitions

3 - Install partitions in office area

4 - Install acoustical tile ceiling

5 - Install lowered ceiling (acoustical tile)

6 - Repair ceiling

7 - Install adequate lighting

8 - Install/repair heating/AC system

9 - Install water cooler

10 - Install/repair restroom facilities

11 - Repaint

12 - Construct secure storage facilities

13 - Repair floors/install floor covering

14 - Electrical outlets/install window screens

15 - Soundproof mechanical room

16 - Repair doors or windows

17 - Miniblinds

18- Repair/replace wallpaper

19 - Install windows

20 - Install doors

21 - Install deadbolt locks

22 - Other

11. Comments/Recommendations

Figure 4-1B.—Facilities information sheet (back).

**ACCOMMODATIONS.**– All recruiting stations should have the following accommodations:

- Hot and cold potable water.
- A chilled water drinking fountain.
- Elevator if office space is above the second floor.
- Heating and air conditioning.
- Good illumination.
- Soundproofing in partitions.
- Separate toilet facilities for men and women for spaces of 1,000 square feet and larger.
- Signs (a permanent standard armed forces recruiting exterior sign and a directory board or directional signs inside the building).
- Secure parking for each government vehicle assigned should be provided within a four-block radius and, although not leased by the COE, parking should be available for privately owned vehicles within the same proximity,

**SPACE STANDARDS.**– Each recruiting station should have a display area, reception and office area, storage room, and testing room. Additional space should be allocated for a private ZS office. The DOD Occupancy Guide, DOD Directive 5160.58, establishes general policy and prescribes quality standards and space standards for evaluating, selecting, and maintaining facilities for full-time and part-time recruiting stations and ZS offices. You should check with your LSO for current square foot allowances.

## **VEHICLES**

Vehicles are assigned to CNRC activities by a General Services Administration (GSA) interagency fleet management center. The activity pays a flat monthly rental charge plus a charge per mile for use of the vehicles. The following paragraphs cover official use, domicile-to-duty, allowances, maintenance, inspection, and reporting policies and procedures.

## **OFFICIAL USE**

Government owned and rented vehicles should be used for official purposes only according to the provisions of *Management, Acquisition and Use of Motor Vehicles*, DOD Directive 4500.36. Failure to comply with these provisions constitutes a violation of subparagraph 638a(c)(2) of Title 31, *United States Code*. If this sounds ominous, it can be. A great deal of responsibility rests on the operator of a government vehicle.

### **Authorized Transportation**

The term *For Official Use Only* includes, but is not limited to, the following:

- Transportation essential to the successful completion of the DOD function, activity, or operation.

- Transportation of military and civilian personnel officially participating in public ceremonies, military field demonstrations, and parades directly related to official activities. Transportation of other individuals (for example, hitchhikers, friends, family members) is prohibited unless the individual transported can be considered as essential to the completion of the assigned mission.

- Transportation of prospective military recruits provided in connection with interviewing, processing, and orientation.

### **Vehicle Use Notification Letter**

All personnel should be thoroughly briefed on CNRC and local command requirements during the NRD check-in. Personnel are then issued a vehicle use notification letter and are required to acknowledge its contents by signature. Page 3 of the letter is used by the vehicle coordinator as a checklist to document the member's qualifications to operate a government vehicle. A copy of this letter is retained on file at the NRD.

### **Vehicle Log**

A Vehicle Use Log, NAVCRUIT 11240/4, is maintained for each vehicle. All entries should be made in ink. These logs are maintained by each operator, reviewed by the RINC, and submitted monthly to the NRD vehicle coordinator.

**TRIP LOG.**– Each driver is required to record in section A his or her name, mileage out, time of departure, major destination, mileage in, and time of return at the end of the workday *or* as drivers change. The driver will sign each entry. Initials, rubber stamps, printed names, or single signatures diagonally or vertically across several entries are not acceptable.

**MONTHLY RECAP AND CERTIFICATION.**– Section B is the monthly recap of miles driven and scheduled maintenance. This section is filled out by RINC's for station vehicles or by ZS's for their assigned vehicles. Section C is used to document all credit card purchases. This section is filled in as purchases occur. At the bottom of this section the responsible RINC or ZS certifies that the vehicle has been operated only for official business, that all costs are proper, and that the safety inspection, section D, has been performed.

**SAFETY INSPECTION.**– Section D contains a safety inspection checklist, a remarks section, and an operator's checklist. The safety inspection will be performed monthly. The operator's checklist gives requirements for items to be checked before, during, and after each operation of the vehicle, weekly accomplishments, and items to be checked at each refueling of the vehicle.

## **DOMICILE-TO-DUTY**

The Department of the Navy policy is to use government transportation for official use only, allowing use between residences and places of duty only in those situations where the individual concerned has an assignment or official obligation away from his or her regular duty station that requires him or her to proceed directly to the place of assignment or obligation without reporting first to his or her regular duty station, or to return from such place of assignment or obligation after normal working hours.

### **Domicile-to-Duty Limitation**

Domicile-to-duty mileage is limited to less than 1 percent of the total monthly mileage driven for each government vehicle assigned.

### **Eligible Personnel**

Domicile-to-duty use of a government vehicle can only be authorized for those personnel engaged in

field work away from their regular duty station. Recruiters personally engaged in production recruiting are eligible. Domicile-to-duty use is not authorized for any enlisted or officer personnel whose primary responsibility is supervisory except in the following circumstances: Field production supervisors, CRs, and ZSs can use domicile-to-duty when and only when engaged in field work directly related to production or goal attainment. Production or goal attainment refers to civic lectures, high school and college visits, fairs and exhibits, applicant home visits with production recruiters, or similar evolutions.

### **Authority**

Domicile-to-duty use of a government vehicle must be approved in advance of each separate instance by a responsible official appointed by the CO. Responsible officials include RINC's, ZS's, and CRs. Individuals may not approve their own use of a vehicle for domicile-to-duty. No individual is authorized blanket permission for domicile-to-duty use of a government vehicle. Under no circumstances may domicile-to-duty use be authorized for convenience or because of a lack of secure parking for a vehicle.

### **Domicile-to-Duty Log**

A Domicile-to-Duty Log, NAVCRUIT Form 11240/2, shown in figure 4-2, is maintained by each approving official to record the nature, dates, and time each domicile-to-duty use is permitted. Individuals authorized domicile-to-duty should record the use in the vehicle use log and report the mileage to the approving official no later than the next working day. The mileage to be recorded in the domicile-to-duty log is as follows:

- Mileage out – The number of miles from the recruiter's office to his or her domicile

- Mileage in – The number of miles from the recruiter's domicile to the recruiter's office

This log should be reviewed and annotated by the next senior in the chain of command or the XO and forwarded along with the vehicle logs to the vehicle coordinator each month. No use of domicile-to-duty is reported by forwarding a negative report. Copies of all logs are maintained by the NRD transportation clerks.



an allowance of four recruiters should have three vehicles assigned. If manning is inconsistent with allowance, adjustments need to be made.

## **MAINTENANCE**

Each operator is responsible for maintaining the government vehicle he or she is operating. The RINC will have overall responsibility for all vehicles assigned to the NRS. Scheduled maintenance should be accomplished in a timely manner and care should be taken during vehicle inspections to identify any unscheduled repairs or services that are required.

### **Scheduled Preventive Maintenance**

The GSA sends a Motor Vehicle Service Authorization, GSA Form 3478, to district vehicle coordinators for each vehicle requiring scheduled maintenance. Scheduled maintenance includes such services as oil change, lube, and tune-ups. The district vehicle coordinator forwards the form to the vehicle operator responsible for having the maintenance performed. You have 5 working days after receipt of this form to have the scheduled maintenance completed.

### **Unscheduled Repairs**

If you find your vehicle needs repair or unscheduled maintenance that cannot be completed within the \$50 credit card limit or the repair or maintenance is listed as a prohibited credit card purchase, obtain approval from the GSA maintenance control center. Notify the vehicle coordinator who will either call for the authorization or give you the appropriate number. The vehicle coordinator may also give you a preferred repair shop that has an informal agreement with GSA. After normal working hours, call the fleet manager at the number listed in the vehicle operator's manual for instructions. If you are unable to reach the fleet manager, use your best judgement and document your actions. If commercial repairs are done, you must call the GSA maintenance control center the next workday to get authorization.

If repairs are performed at a commercial establishment, make sure the following information is given on the invoice: the class and tag number of the vehicle involved, current odometer reading, date the service is performed, purchase order number furnished by the maintenance control center, type of service performed with the amount indicated for each service,

and total. The driver should sign the invoice and send it to the address provided by GSA or the vehicle coordinator. Be sure to submit the invoices in a timely manner, as the NRD is liable for interest on late payments.

### **Government Credit Card**

A U.S. Government Credit Card, SF 149, is furnished with each vehicle. You must use tight security over these credit cards. They should be accounted for at all times and never be left in an unattended vehicle. Upon the completion of a trip and at the end of each workday, credit cards should be removed from the vehicles and placed in a secure location.

**AUTHORIZED PURCHASES.**—Use of the credit card is limited to the following items for GSA vehicles: unleaded gasoline, gasohol, diesel fuel, regular grade lubricating oil, tire repairs, washing of vehicle, and emergency replacement of defective fan belts, windshield wiper arms and blades, lamps, and radiator coolants. Under no circumstances should repairs in excess of \$50 be made without prior approval of the local GSA motor pool.

**UNAUTHORIZED PURCHASES.**—Procurement of the following items with a credit card is not authorized: waxes and polishes, storage and parking, tires and tubes, batteries, routine repairs, or any item for personal use such as air freshener or cigarettes.

**CREDIT CARD ACCOUNTABILITY.**—On all purchases, the vehicle operator should make sure the number of gallons, price per gallon, value of purchase, vehicle tag number, mileage, and driver's signature are on the driver's copy of the receipt. The purchase must be entered on the vehicle log and copies of all credit card purchase receipts must be forwarded monthly with the vehicle log to the district vehicle coordinator. Lost or stolen credit cards must be reported immediately to the NRD traffic coordinator.

### **SAFETY STAND-DOWN**

A vehicle safety stand-down should be conducted each quarter on a zonewide basis. Each stand-down should be 2 hours in duration and should normally be held in conjunction with the scheduled zone meeting. ZSs should submit a report of completion of this training to the traffic safety coordinator. The



stand-down should include the following agenda items:

- A detailed discussion of all district vehicle mishaps that have occurred over the last quarter and ways they could have been prevented. ZSs will receive this information at the quarterly traffic safety council meeting.

- A thorough inspection of every vehicle by someone from a station other than the one to which that vehicle is normally assigned.

- At least two safety stand-downs each year should use an outside resource such as the state highway patrol, city police, or American Automobile Association (AAA) representative.

- Training aids such as films and peripheral vision and reaction-time test equipment can be obtained from an NRD, Area, or community sources.

## **DRIVER EDUCATION AND TRAINING PROGRAM**

The Enlisted Navy Recruiting Orientation (ENRO) program provides a 2-hour driver safety indoctrination. Personnel not attending ENRO must receive an equivalent 2-hour driver safety training program at their command. In addition, all personnel operating government vehicles must fulfill the following requirements:

- Pass a written examination covering traffic regulations for the state of assignment
- Be briefed on mishap reporting procedures
- Complete a road check with the vehicle coordinator

Personnel temporarily assigned to an activity (in programs such as the Recruiter Assistance Program [RAP], Hometown Area Recruiting Assistance Program [HARP], and other personnel on temporary additional duty [TEMADD]) may be exempted from these requirements at the discretion of the CO.

Military or civilian personnel who have been determined to have been at fault in a traffic accident while operating a government vehicle are required to attend an 8-hour AAA Driver Improvement Program

(DIP) course. This course must be conducted by a naval safety center-approved instructor.

## **SAFETY REGULATIONS**

All personnel operating government vehicles must comply with the provisions of *Issuance of Navy Traffic Safety Program*, OPNAVINST 5100.12. In addition, the following precautions must be taken:

- No individual may operate a DOD-owned or DOD-controlled motor vehicle while consuming or within a period of 6 hours after consuming any quantity of alcoholic beverages, or permit the operation of a government motor vehicle by any other individual who has consumed any alcoholic beverages within 6 hours. Consuming or permitting the consumption of alcoholic beverages by any occupant of a government vehicle is prohibited. Operating a government vehicle within 6 hours of consuming any alcoholic beverage may result in disciplinary action and immediate removal from recruiting duties.

- The emergency/parking brake must be engaged whenever a vehicle is left unattended.

- The driver has the responsibility for maintaining the mechanical and cosmetic condition of the vehicle.

- All drivers have the right and the responsibility to ground a vehicle that they determine to be unsafe. No one is ever required to operate an unsafe vehicle.

- When advised by local news media or the highway patrol that roads and highways are considered hazardous and that nonemergency travel is not recommended, it is each driver's responsibility to determine if conditions are safe for traveling. If a driver is on the road and a hazardous weather advisory is issued or if the driver determines that further travel is unsafe, he or she should notify the command duty officer (CDO) for authority to remain in commercial lodging until conditions improve. Special caution must be exercised by all drivers during periods of adverse weather.

- Individuals are morally and legally responsible for conducting themselves in a manner that will not endanger or cause injury to themselves or others. This is particularly important when operating motor vehicles where any traffic violations or mishap

involving Navy recruiters has had or may have an adverse impact on recruiting efforts and upon relations with the public.

- All motor vehicle operators must immediately report any mishap that they are involved in to the traffic safety coordinator or vehicle coordinator via the chain of command.

## **MOTOR VEHICLE MISHAP/INCIDENT REPORTING AND INVESTIGATIONS**

A motor vehicle mishap is a mishap involving the operation of a DOD motor vehicle involved in a collision with other vehicles, objects, or pedestrians; personal injury or property damage due to cargo shifting in a moving vehicle; personal injury in moving vehicles or by falling from moving vehicles; and towing or pushing mishaps. If an improperly parked vehicle (for example, the hand brake not engaged or transmission not in park) rolls and strikes pedestrians, objects, or vehicles, the incident is considered a mishap. It is also considered a mishap when an illegally parked vehicle is struck by another vehicle. A vehicle incident report should be submitted on a motor vehicle only when the vehicle was damaged while it was unoccupied and properly and legally parked (not merely stopped in traffic). The following paragraphs briefly outline the reporting requirements for mishaps and incidents and the criteria for determining when an investigation is warranted.

### **What To Do if You Are Involved in a Motor Vehicle Mishap**

Even the safest drivers may find themselves involved in a motor vehicle mishap. First of all don't panic. Here's what you should do:

- Take any necessary emergency action and notify the police.
- Don't sign or make any statements about responsibility except to your supervisor.
- Get the facts. Get names and addresses of all persons involved and the extent of injuries, if any. Get names and addresses of all witnesses. Ask each of them to complete a Statement of Witness, SF 94. Study the scene of the accident and fill out Operator's Report of Motor Vehicle Accident, SF 91. Don't rely on memory.

- Make an immediate report. call your supervisor as soon as possible and report the accident to the district vehicle coordinator. Obtain a state motor vehicle department accident report from the police and submit it as required by local law. Each government vehicle should have a full mishap reporting kit in the glove compartment. It should contain the following forms:

Operator's Report of Motor Vehicle Accident, SF 91.

Investigation Report of Motor Vehicle Accident, SF 91A, (Use this form if the accident damage is estimated to be \$500 or more.)

Data Bearing upon Scope of Employment of Motor Vehicle Operator, OF 26 (especially important in cases of third-party involvement).

Federal Employee's Notice of Traumatic Injury and Claim, CA 1 (if applicable).

Statement of Witness, SF 94.

What To Do If You Have an Accident, GSA 1812.

- Submit all required forms, written repair estimates, and pictures of the damage to the vehicle coordinator within 10 calendar days,

### **Incident Reporting Requirements**

Incident reports are submitted by the NRD to the Area. The NRD will need the following information from you to complete the report:

- Type of incident
- Local date, time, and day of week when the incident occurred
- Location of the incident
- Personnel involved
- Damages incurred
- Law and investigative agencies notified
- Brief narrative including operational impact

- Public affairs or news media interests or ramifications
- When the next situational report is expected, if applicable

### **JAG Manual Investigations**

A *JAG Manual* investigation should be conducted if any of the following conditions apply:

The mishap or incident may result in claims against or in favor of the government,

- A mishap resulted in a combined total of \$1,000 or more for all DOD and non-DOD vehicles and property involved.
- A traffic ticket or summons has been issued to the federal operator.
- A resulting disabling injury or death occurred to any party involved.
- The CO decides an investigation is needed.

All commands should have a policy for assigning *JAG Manual* investigations, such as to the ZS of the recruiter. Procedures for conducting *JAG Manual* investigations are discussed in chapter 9.

### **STATION OPERATIONS**

All Career Recruiter Force (CRF) members should be competent in the basic operation of NRSs. The following pages contain information about displaying your location, hours of operations, office layout, budget input, and security.

### **DISPLAYING RECRUITER'S LOCATION**

We are in the marketing business, and keeping our location in the public eye makes good business sense. As a supervisor, you should take a few steps to make sure the public knows where the recruiting stations are. Keep in mind that you are fulfilling two purposes: showing that the Navy product is available and advertising its location and phone number. Window cards, posters, special displays, exhibits, and directional signs are all useful in displaying the recruiter's location.

### **Window Cards and Posters**

Window cards and posters are a form of advertising. They communicate the benefits of service in the Navy to prospects, parents, and teachers. Window cards and posters are distributed to recruiting stations periodically to replace those already up or to put in new locations. They must carry the address of the NRS in bold print that can be read from a few feet away. They should also show the NRS telephone number and Navy toll-free telephone number (1-800-USA-NAVY). In arranging for new locations or rechecking old locations, you should consider the following three criteria.

**SUITABILITY.**— This is a judgement call you will have to make regarding the local reputation of the place being considered. Obviously, a place with a bad reputation is not what the Navy has in mind. You are placing the Navy stamp of approval on any place you put up a card or poster the same way that they are approving of you. It won't do the Navy or your recruiting efforts any good if you put up advertising in an establishment that is inappropriate.

**AMOUNT OF TRAFFIC.**— The amount of traffic going by, pedestrian or other, is of key importance. Windows on side streets are better than nothing, but try to get on the main streets and get as close as you can to the busiest intersections.

**PERMISSION AND COOPERATION.**— Once you have decided that there is enough traffic passing the place being considered and that the establishment is suitable, you are ready to practice public relations for the Navy. Talk with the proprietor, manager, or owner about permitting a card/poster in his or her window. Make a courtesy call first, then on the second call have the sign with you and ready to put up. Another approach is to make arrangements at civic or fraternal club luncheons or meetings, or other functions where the conversation lends itself to asking for this sort of cooperation.

### **Special Displays and Exhibits**

Because of the cost and special nature of exhibits, special handling and attention to physical security are needed. All exhibits should indicate the location and telephone number of the local NRS as well as the toll-free telephone number. You can request displays and special exhibits from CNRC via your chain of command. You can also "do it yourself" with the

help of local civic organizations or Navy organizations. Reserve centers may be able to provide assistance. Keep abreast of CNRC policy changes, as exhibits are constantly changing.

### **Directional Signs**

If the NRS is one of many other offices in the same building, you want to make certain a person entering the building can easily find you. A good person to get to know is the building manager. Persuade the manager to permit you to put up directional signs to meet your needs. Your lease agreement should make allowances for a directory board or directional signs.

### **Maintenance of Displays**

Once you have displayed your recruiter's location, check the signs periodically for signs of wear and damage. A Navy sign that has become sloppy gives that precise impression to the viewer about the entire Navy.

### **HOURS OF OPERATION**

NRS office hours should be posted in a conspicuous place and updated with the Navy Opportunity Information Center (NOIC) via your district's lead tracking center (LTC).

Actual hours of operation should be left up to the discretion of the RINC. The hours of 9 a.m. to 5 p.m. have become standard, but you can use innovative ideas to increase your customer service and sales time. Larger stations will especially benefit from using flexible hours that accommodate your early risers and late workers. Not only will the recruiters benefit from working hours that fit their life-style, but the Navy will benefit by increased hours of accessibility.

### **OFFICE LAYOUT**

The physical layout and appearance of your office is just as important as the location. Your surroundings send a message to the public about you and the Navy. A professionally laid out office will be aesthetically pleasing as well as operationally effective.

### **Neatness Counts**

Look around your office space. Are desks free from clutter? Is reading material organized and neatly

placed? Are pubs and files neatly arranged? Make sure you have made every effort to keep your office spaces neat and orderly. Attention to these details gives recruiters more pride in their working space and creates a pleasing, professional atmosphere.

### **Wise Use of Space**

There are numerous considerations when deciding how to use the space assigned to recruiting stations. If there are two or more office spaces, consider placing all personnel in one and equipment and supplies in another. The testing room should be well lit, ventilated, and easily monitored.

### **Furniture Placement**

The actual floor plan of your office space will determine furniture placement. Take the following considerations into account before deciding on your office arrangement:

- The RINC's desk should be located where unobtrusive supervision can be accomplished. This keeps the RINC up to date, aware, and within helping distance when needed.

- Applicant chairs should be placed beside recruiters' desks. This prevents the desk from becoming a physical and psychological barrier to communication. It allows better eye contact between recruiter and applicant and makes the use of evidence easier.

- The office should have at least a small waiting area for applicants and visitors. Suitable reading matter should be available,

**NOTE:** *Navy Times* is often inappropriate reading material for NRS waiting areas. The majority of headlines concentrate on the negative aspect of military service. Without the proper background, many articles could discourage enlistment.

- Station and prospect card tiles should be placed within easy access of the RINC.

● The delayed entry program (DEP) status board and any DEP picture or award boards should be placed prominently so DEP members and applicants alike can easily see them.

How important can office layout really be? Let's take a look at NRS Suburbia, a recruiting station with a RINC and three other recruiters. Figure 4-3 shows how the previous RINC had set up the office. Figure

4-4 shows how the current RINC changed the arrangement. First, notice the obvious improvements. The RINC is now co-located with the recruiters to easily observe the office routine. The RINC made sure there was easy eye contact between himself and all recruiters. The DEP status board was moved to just inside the main door where it is highly visible to DEP personnel and prospects. The test table, movies, and office equipment were moved to the separate

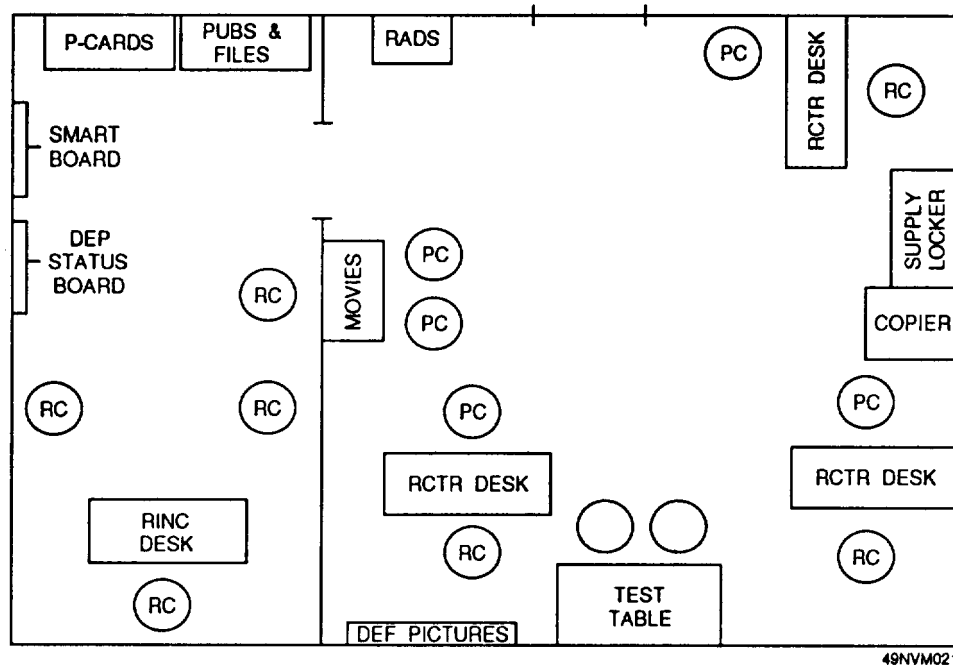


Figure 4-3.-Ineffective use of office space.

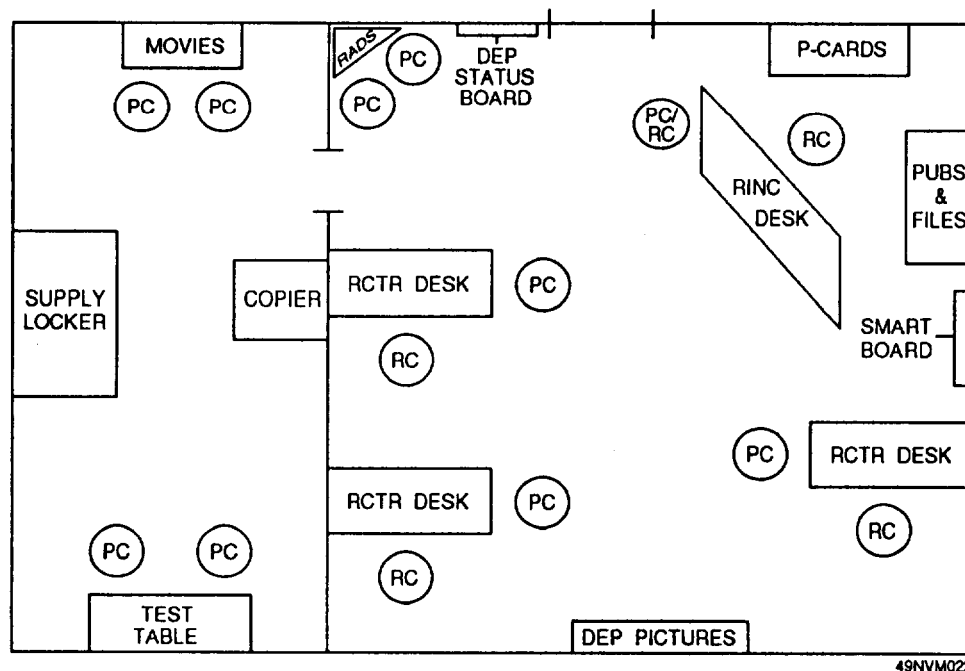


Figure 4-4.—Effective use of office space.

office space, giving more privacy and relieving the congestion in the main office. Applicant chairs were moved beside the recruiter's desk to eliminate the physical communication barrier.

Now, let's look deeper. What clues do these changes provide about the difference in the way the two RINC's approached their job? The first RINC used the separate office space to set up his personal realm. He secluded himself with his files, pubs, prospect-cads, SMART board, and DEP status board. He approached his RINC job as one of an office manager. His systems were impeccable but the station's production was inconsistent. When the ZS asked for updates, he usually had to yell for a recruiter to come into his office to provide the information. The second RINC knew he was not just in charge of a team, but a part of that team. He realized the recruiters were his first priority. He was quick to identify training needs, provide interview assistance, and was on top of office morale as well as business. Needless to say, production increased. You can probably imagine many other differences between the two RINC's just by noting the differences in the office layouts. Of course, not all office space allows for an ideal arrangement, but you should look for ways to improve.

## **BUDGET INPUT**

The budgeting process begins in May and concludes with the receipt of funds to begin the new fiscal year. Your participation in the budget process will probably be limited to the initial data gathering phase, but it is helpful to understand the basic process from beginning to end.

### **Budget Worksheets**

During May or June of each year Area and district staffs begin to gather data for budget meeting input. This data comes in the form of the budget input worksheet. Worksheets are designed to roll up costs to the next level of supervision. The RINC's' worksheets are consolidated into the zone worksheet; the zones' worksheets are consolidated into the EPO's worksheet. You estimate budget requirements for applicant travel, lodging, and subsistence based upon estimated goal and your applicant conversion rate. Production TEMADD is projected for itineraries requiring TEMADD. Exhibit booth rental, meal ticket expenses, and center of influence (COI) (including DEP/bring a friend) events are projected as well as

other miscellaneous requirements. ZSs also project costs for administrative TEMADD and travel, such as station visits, headquarters trips, RINC meetings, classifier field training, and so on. All the estimates are then broken down by quarter for the coming fiscal year. Remember, these are worksheets only. Figures 4-5 and 4-6 show the budget input worksheets for RINC's and ZSs.

## **Budget Planning**

Department heads and program managers use the worksheets to prepare line item budget requests to submit to the CO. During the July-September time frame the district will receive an annual control figure from the Area. A budget meeting is then held with all department heads and management personnel to revise the previous budget requests to match the figure given by the Area. All fixed costs (such as civilian labor, vehicles, telephones, out-of-pocket expenses [OPE], and applicant transportation) must be funded. Priorities of the other requirements are determined in the budget meeting. Worksheets are edited after receipt of the final control figure from the Area to reflect the actual funding in the annual spending plan. The Area staff reviews all NRD budget requests for recommendation and approval by the commander. Once the Area commander approves and returns the budget requests, they become the annual spending plan by quarter.

## **NRS SECURITY**

RINC's are responsible for ensuring all security regulations are observed within their stations. ZSs are responsible for monitoring the security practices of their stations. NRS security applies to processing information, testing material, plant property and equipage, transportation requests (TRs), bulk tickets, meal tickets, and the physical security of the facility and vehicles.

## **PROCESSING INFORMATION**

Processing applicants for enlistments requires that we gather an abundance of personal information. We must maintain this information in a secure manner. Make sure all your recruiters are familiar with the policies concerning requesting, recording, filing, and divulging information on applicants and recruits.

**BUDGET INPUT WORKSHEET  
NAVY RECRUITING STATION**

F/SFC	RESPONSIBLE OFFICIAL	<u>Applicant Travel, Lodging, and Subsistence</u>	1 QTR	2 QTR	3 QTR	4 QTR	ANNUAL BUDGET				
CP	RINC 0313	<p>Estimated goal _____. # of applicants needed to make goal _____.</p> <p>Transportation used: bus, train, plane, gov't Auto (circle one)</p> <p>From: _____ To: _____</p> <p>Number of one way applicants ____ X Cost per applicant \$ _____</p> <p>Number of round trip applicants ____ X Cost per applicants \$ _____</p> <p>Other costs (lodging, meal, tickets, etc.) ____</p>									
CP	RINC 0290	<p><u>Production TEMADD (Itineraries requiring TEMADD)</u></p> <p>Number of days' TEMADD per month ____ X \$12 Per diem \$ _____</p>	\$ ____	\$ ____	\$ ____	\$ ____	\$ ____				
CP	RINC 0319	<p><u>Exhibit Booth Rental</u></p> <p>Number of booths per month ____ X No. of months ____ X Est. Cost per booth \$ ____ = Total cost \$ ____</p>	\$ ____	\$ ____	\$ ____	\$ ____	\$ ____				
CP	RINC 0320	Meal Ticket Expenses	\$ ____	\$ ____	\$ ____	\$ ____	\$ ____				
CP	RINC 0313	<p><u>COI (including DEP/bring a friend) Events</u></p> <p>Number of events per month ____ X No. of months ____ X number of attendees per COI (average) ____ X Est. cost per person \$ ____ = Total cost \$ _____</p>	\$ ____	\$ ____	\$ ____	\$ ____	\$ ____				
		<p><u>Other Misc Requirements</u></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Item</td> <td style="width: 50%;">Est Cost</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	Item	Est Cost			\$ ____	\$ ____	\$ ____	\$ ____	\$ ____
Item	Est Cost										

**Figure 4-5.—Budget input worksheet for Navy recruiting stations.**

**BUDGET INPUT WORKSHEET  
ZONE SUPERVISOR**

F/SF	RESPONSIBLE OFFICIAL	Applicant Travel, Lodging, and Subsistence (estimated cost of bus/train fares, meal tickets, etc.)	1 QTR	2 QTR	3 QTR	4 QTR	ANNUAL BUDGET
CP	ZONE SUPS 0310	<u>STATION</u> Est goal___-success rate___% = No. of App.____ No. of App.____ X Cost per App. \$____ = \$____  <u>STATION</u> Est goal___-success rate___% = No. of App.____ No. of App.____ X Cost per App. \$____ = \$____  <u>STATION</u> Est goal___-success rate___% = No. of App.____ No. of App.____ X Cost per App. \$____ = \$____  <u>STATION</u> Est goal___-success rate___% = No. of App.____ No. of App.____ X Cost per App. \$____ = \$____  <u>STATION</u> Est goal___-success rate___% = No. of App.____ No. of App.____ X Cost per App. \$____ = \$____  <u>STATION</u> Est goal___-success rate___% = No. of App.____ No. of App.____ X Cost per App. \$____ = \$____  <div style="text-align: right;">TOTAL ENLISTED T, L, S</div> Success Rate = <u>successful applicants</u> <div style="text-align: right;">total applicants</div>					
	ZONE SUPS 0320	<u>Meal Ticket Expenses</u> (Consolidated RINC Requests)	\$____	\$____	\$____	\$____	\$____
	ZONE SUPS	<u>Other Miscellaneous Cost</u> (Consolidate RINC Request)  <u>Item</u> <span style="float: right;"><u>Est Cost</u></span>	\$____	\$____	\$____	\$____	\$____

**Figure 4-6.—Budget input worksheet for zone supervisor**



**BUDGET INPUT WORKSHEET  
ZONE SUPERVISOR**

F/SF	RESPONSIBLE OFFICIAL	Applicant Travel, Lodging, and Subsistence (estimated cost of bus/train fares, meal tickets, etc.)	1 QTR	2 QTR	3 QTR	4 QTR	ANNUAL BUDGET
CS	ZONE SUPS 0313	<u>COI (including DEP/bring a friend) Events</u> (Consolidate RINC Request) Number of events per month ___ X No. of months___  X number of attendees per COI (average)_____ X Est.  \$___ \$___ \$___ \$___ \$___ cost per person \$___ = Total cost \$_____.					
CP	ZONE SUPS 0319	<u>Exhibit Booth Rental</u> (Includes all cost of exhibit booth) (Consolidate RINC Request)  Number of booths per month ___ X No. of months___ X Est cost per booth \$___ = Total cost \$_____.					
CP	ZONE SUPS 0290	<u>Administrative TEMADD and Travel of staff</u>  <u>Zone Supervisor</u>  Station visits per month ___ X 12 = _____. Avg. Per Diem \$___ X No. of visits ___ = \$_____.  Headquarters visits ___ X per diem \$ ___ = \$_____.  <u>RINCS/RECRUITERS</u>  Headquarters visits ___ X per diem \$ ___ = \$_____.  <u>OTHER PRODUCTION TEMADD TRAVEL</u> (Consolidate RINC Request)  (Zone Supervisor/RINC Conference, Classifier Field Training, etc; Explain)  <div style="text-align: right;">Total other travel \$_____</div> <div style="text-align: right;">Total Production TAD/Travel</div>					

**Figure 4-6.—Budget input worksheet for zone supervisors—Continued.**

**Privacy Act**

*Personal Privacy and Rights of Individuals Regarding Their Personal Records*, COMNAVCRUICOMINST 5211.3, details the recruiting command's policy of compliance with the Privacy Act of 1974. General policy and requirements covered by this instruction include the following:

- Individuals have the right to know what records pertaining to them are collected,

maintained, used, or disseminated in the Navy Recruiting Command (NRC). They have the right to have access to and copies made of all or any portions of such records and to have any discrepancies amended.

- The command may collect, maintain, use, or disseminate records of identifiable persona information only for necessary and lawful purposes and in a manner that ensures that the information is current and accurate.

- Adequate safeguards must be provided to prevent misuse of personal information in records.

- Requests of individuals for notification, access, or amendment of their records must be acted on within 10 working days.

- Providing personal information to the parent is an invasion of the applicant's privacy. Only if the applicant is under 18 years of age does the parent or legal guardian have the right to access.

- All individuals asked to provide information for a system of records must be advised of the authority for collection of the information, purpose(s) for which the information will be used, and whether disclosure is mandatory or voluntary, as well as the consequences of not providing the requested information. The Privacy Act statement on the back of the Prospect Card, NAVCRUIT Form 1130/6C, may be used for this purpose.

- The required Privacy Act statement must also be given during telephone or face-to-face interviews when any part of the personal information is recorded and retained. It's not necessary to cite the specific authority in all instances. The following sample Privacy Act statement is provided for verbal exchanges:

"To properly assist you in determining the program that best suits your needs, I will require some personal information concerning your background. All questions are voluntary and you do not have to provide the information. However, it may not be feasible to properly determine your eligibility for application without this information."

You may want to paraphrase the statement in your own words. The following adaptation is also acceptable:

"I'll need to ask some personal questions about your background to determine how the Navy can best benefit you. Answering these questions is purely voluntary; however, I may not be able to determine your eligibility without it."

## **Freedom of Information Act**

*Providing Records to Members of the Public Under the Freedom of Information Act (FOIA), COMNAVCRUITCOMINST 5720.11, provides policy*

and procedures for implementing the FOIA within the NRC. You should caution recruiters that serious penalties can be levied for overenthusiastic compliance with the FOIA that results in unwarranted invasions of privacy. All requests for information under the provisions of this act should be forwarded to the district Privacy Act/FOIA coordinator. Requests should be forwarded as quickly as possible because they must be acted upon within 10 working days.

## **TESTING MATERIAL**

The *Navy Recruiting Manual-Enlisted*, COMNAVCRUITCOMINST 1130.8, provides guidance for storage, security, inventory, and administration of prescreening tests and test materials. Normally the only testing materials kept at the recruiting station will be enlistment screening tests (ESTs), answer sheets, and answer keys.

### **Enlisted Screening Tests**

Compromising the validity of the ESTs and completed answer sheets would negate their usefulness. All EST material, except blank answer sheets, should be stored in a locked desk or file cabinet when left unattended. EST material may be stored in unattended, locked automobiles, preferably in the trunk or otherwise out of sight. There are no stowage requirements for the blank answer sheets.

**REPRODUCTION.**— All EST materials (tests, answer sheets, scoring keys, and prediction tables) are authorized for local reproduction.

**SCORING.**— EST answer sheets should be scored without marking the correct answers, which would create a scoring key of each answer sheet.

**ANSWER SHEET RETENTION.**— Completed answer sheets should be retained at the NRS and destroyed when 3 months old, preferably by burning or shredding.

**DESTRUCTION OF ESTS.**— ESTs found to be unfit for further use should be destroyed by burning or shredding under the supervision of a person designated to handle test material. This is usually accomplished at the NRD.

**LOSS OR COMPROMISE OF EST.**— Loss or compromise of EST material must be reported to the CO who should take appropriate corrective action.

## **Nuclear Field Qualification Test**

NRD testing personnel (educational specialists, enlisted classifiers, and test control officers) may take the nuclear field qualification test (NFQT) on overnight trips. Test materials must be carried in separate locked containers and stored in the NRS when overnight storage is required. Station personnel should accept the material from the test administrators in a locked container only. The locked container should be stored overnight, in its entirety, in a safe or locked filing cabinet.

## **SECURITY CONTAINERS**

Each NRS should have a safe or storage cabinet, preferably metal, for secure stowage. Combination locks should be used on all security containers. Only NRS personnel should have knowledge of the combination numbers.

### **Lock Combination Changes**

Lock combinations should be changed and submitted to the NRD security officer, normally the XO, annually or upon the departure of any recruiter assigned to the NRS.

### **Security Container Information Form**

Security Container Information, Standard Form 700, is used to report combination changes and record those personnel with access to the combination. Part 1 of the form is placed on the inside of the security container. In the event the container is found open, responsible parties can be notified. Part 2a, which contains the combination, is placed in the envelope, which is part 2, and submitted to the security officer.

## **PLANT AND MINOR PROPERTY**

Plant property material is equipment having an estimated or actual cost of \$5,000 or more and an expected useful life of 1 year or more. Minor property is property acquired for immediate use and having a unit cost of less than \$5,000. At a minimum, all furniture, fixtures, or office equipment costing more than \$300 and less than \$5,000, and all equipment that is classified, pilferable, or sensitive should be monitored through a property management system. Pilferable property includes items such as calculators, typewriters, cameras, audiovisual equipment, communication devices, computer

accessories, and power tools. The *Logistics Support Manual*, COMNAVCRUITCOMINST 4400.1, gives complete guidance for property management systems.

## **Minor Property Administrators**

Each NRD designates a minor property administrator who is responsible for maintaining the property management system. The administrator ensures required inventories are conducted; physically marks all minor property with a tag, plate, or other control device; and provides a listing of minor property to each minor property responsible officer,

### **Minor Property Responsible Officer**

NRDs should formally assign, in writing, a network of minor property responsible officers who maintain item control over minor property. As a recruiting manager, this responsibility may be assigned to you. Minor property responsible officers make sure all minor property is identified with the ownership designation U.S. Navy and advise minor property administrators of all acquisitions, dispositions, and transfers of minor property. For missing, lost, or stolen property, they notify the NRD physical security officer and submit a missing, lost, stolen, or recovered (M-L-S-R) report. The minor property responsible officers verify minor property listings and sign each page of automated minor property Lists or each manual custody card, if used, upon relief and upon completion of the triennial (every 3 years) and semiannual inventories.

### **Required Inventories**

A physical inventory must be conducted triennially in April by personnel other than the minor property responsible officer. The initial inventory was conducted in April 1988. Semiannually in April and October, the minor property responsible officer verifies the listing of minor property. When the minor property responsible officer transfers, the incoming minor property responsible officer conducts an inventory by verifying the minor property listing. All reconciliation of inventory lists must be completed by the April and October deadlines, so you probably will be required to complete your verification 1 or 2 months before that time.

## **TRAVEL REQUESTS, BULK TICKETS, AND MEAL TICKETS**

A security container with a combination lock should be used to store transportation and meal tickets. Accountability of these items must be maintained.

### **Usage Logs**

Each NRS maintains a log containing the following as a minimum:

- TR and/or bulk ticket log. Serial number of government tickets, name of person using the ticket, origin, destination, and date of issue. A report of the TRs used during the month is submitted on the last day of the month. Negative reports are not required.

- Meal ticket log. Date issued and the name of person(s) the ticket(s) is(are) issued to.

### **Returning TRs**

TRs returned for any reason must be sent via certified mail or hand carried to the NRD by authorized personnel.

## **LETTER TO POLICE AND FIRE DEPARTMENTS**

Names, local addresses, and phone numbers of all recruiters assigned to the NRS must be submitted to the local police and fire departments. This requirement also applies to part-time offices where minor/plant property or files are located. A sample letter is shown in figure 4-7.

## **STATION ADMINISTRATION**

The administration of an NRS is not all that different from any other professional Navy office. We are responsible for incoming and outgoing correspondence. We are required to maintain the publications and directives that pertain to our mission. We also have periodic reports that require submission and review. The following paragraphs detail these requirements as they pertain to the Navy recruiting environment.

### **STATION FILES**

Station files should be maintained according to the *Department of the Navy Standard Subject Identification Codes* (SSICs), SECNAVINST 5210.11.

The following paragraphs give you an overview of the SSIC, periodic report tiles, and updating requirements.

### **Standard Subject Identification Codes**

The Navy uses the SSIC system to identify subjects and provide a standard tiling method for all correspondence and directives. Each major subject group indicates a broad subject. Within that major subject group, the code also may identify specific subjects that fall under the broad subject. An example would be:

1000- Military Personnel

1100- Recruiting

1133- Enlisted Recruiting

Figure 4-8 gives a listing of each major subject group within the SSIC system and some of the more specific codes you may want to use in your NRS filing system. You may consolidate more if you find file numbers not being used. Most administrative offices have separate tiles for incoming and outgoing correspondence. This is not necessary in the recruiting station. You can use your station files for all correspondence, reports, information pamphlets, or anything else you need to file. The idea is that all subjects fall under a number in the system. This way you and anyone else can retrieve information from your files.

### **Periodic Report Files**

You should maintain a file folder for each periodic report. The folder should contain copies of reports submitted, blank forms, and a copy of the instruction covering submission, if applicable. These folders can be filed under the appropriate number within your SSIC filing system or in a separate file drawer. Some periodic reports that you should have folders for are as follows:

- TR/meal ticket logs
- OPE claims
- Recruiting referral recognition requests
- ESTs
- Station applicant logs
- Station planners

DEPARTMENT OF THE NAVY  
Navy Recruiting Station  
123 Main Street  
Pensacola, FL 32507

5000  
Ser: NRS 101  
January 5, 1995

Chief of Police/Fire Department  
325 Alarm Drive  
Pensacola, FL 32501

Dear Chief,

In case of any emergency concerning the Navy Recruiting Station at 123 Main Street, please contact one of the following personnel:

NCC Sam S. SMITH  
100 River Street  
Pensacola, FL 32501  
Phone: 904-551-1212

AT1 Jamie L. JONES  
200 Sandlot Park  
Pensacola, FL 32505  
Phone: 904-551-1000

BM2 Kyle S. WHITE  
300 Lake Avenue  
Pensacola, FL 32504  
Phone: 904-552-2020

I appreciate your keeping this information on file. If we can be of any assistance, please call on us at any time. The office phone number is 904-555-1212.

Sincerely,

SAM S. SMITH  
Chief Navy Counselor, U.S. Navy  
Recruiter-in-Charge

Figure 4-7.-Sample letter to police or fire department.

# STANDARD SUBJECT IDENTIFICATION CODES

SSIC NUMBER	SUBJECT	SUGGESTED CONTENTS
1000-9999	Military Personnel	Uniforms, leave, liberty
1100	Recruiting	May have separate file folders or combine all in 1100 file depending upon volume of files  Station logs, planners, goals
1131	Officer Recruiting	
1133	Enlisted Recruiting	
1140	Advertising	
1200-1299	Classification & Designation	Billet descriptions, testing (ESTs), interviewing
1300-1399	Assignment & Distribution	Orders, manning
1400-1499	Promotion & Advancement	Advancement handbooks
1500-1599	Training & Education	Academy/ROTC, training materials
1600-1699	Performance & Discipline	Awards, evaluations
1700-1799	Morale & Personal Affairs	Recreation, voting, survivors' benefits
1800-1899	Retirement	Guide for Retired Navy Personnel and Their Families
1900-1999	Separation	Separation documents
2000-2999	Telecommunications	Phone systems
3000-3999	Operations & Readiness	Operations plan input
4000-4999	Logistics	Travel, TRs, transportation, supply, inventory
5000-5999	General Administration & Management	NAVCROUT 5305/1, hometown news releases, meetings, police/fire letters, public affairs, leadership/management
6000-6999	Medicine & Dentistry	CHAMPUS, Delta Dental
7000-7999	Financial Management	Budget, pay charts, OPE
8000-8999	Ordnance	Rarely used in NRS, either combine in one folder or delete
9000-9999	Ship Design & Material	
10000-10999	General Material	Exchange, office equipment and supplies, audiovisual equipment, equipment owner's manuals
11000-11999	Facilities & Activities Ashore	Copy of lease agreement
12000-12999	Civilian Personnel	As applicable
13000-13999	Aeronautical & Astronautical Material	Rarely used in recruiting, may delete

**Figure 4-8.-Standard subject identification codes (SSICs).**

- Station inspections and inspection report discrepancy tracking sheets
- Any other report made to or required from your NRS that you feel you will need to access easily

### Updating Your Files

Routine files should be maintained by calendar year for 2 years. You should have the current year and past 2 years' files in your stations. An easy method of file maintenance is to have two full sets of SSIC folders—one set for the current year and immediately behind them a set for the previous year. The second out year can be either kept in another set of file folders behind the second year or consolidated and stored in large envelopes. Each January, you should rotate the files, discarding the second out year and starting with empty folders for the current year. Your reports folders and other material that should remain easily accessible can be retained in the current year files.

**CAUTION:** Review files being purged for materials that should be retained longer than the routine 2-year period, such as lease agreements, inspection reports, equipment owner's manuals, and so on. These can be retained in the current year folders or in a separate file.

### CORRESPONDENCE

The *Department of the Navy Correspondence Manual*, SECNAVINST 5216.5, gives standards for writing quality, correspondence formats, and paper work management. This instruction applies to all who prepare or approve correspondence. You may want to consult this manual if you feel your writing needs improvement or if you wish to draft specialized correspondence. The following paragraphs give a brief explanation of the standard naval letter and the business letter.

#### Standard Naval Letter

The standard naval letter is used when correspondence is being sent to a military addressee.

**LETTERHEAD.**— Whether typing or stamping a letterhead, begin with DEPARTMENT OF THE NAVY centered on the fourth line from the top of the page. The activity's name and address go on succeeding lines.

**MARGINS.**— Allow 1-inch margins on the top, bottom, and sides of each page. Several exceptions exist. On letterhead paper, typing starts more than 1 inch from the top when the letterhead is printed and less than 1 inch if it is typed. Typing may end more than 1 inch from the bottom of the page on which the signature appears.

**SENDER'S SYMBOLS.**— The upper right corner should include the sender's symbols. The first line contains the SSIC file number for the subject this correspondence covers. The second line is used for an originator's code and/or serial number. The third line is used for the date.

**FROM, TO, AND VIA LINES.**— The From, To, and Via (if used) lines include the title of the activity head, the name of the activity, and the location when needed.

**SUBJECT LINE.**— The Subject line should be in normal word order and all letters should be capitalized.

**REFERENCES.**— When used, references are labeled with lowercase letters in parentheses even if there is only one reference.

**ENCLOSURES.**— Material enclosed with the letter is identified with numbers in parentheses; again, even if there is only one.

**PARAGRAPH FORMAT.**— Number all the main paragraphs. Indent each new subdivision of a paragraph by four spaces and start typing on the fifth space. Start all continuation lines at the left margin. If subparagraphs are needed, use at least two. Start a paragraph near the end of a page only if that page has room for two lines or more. Continue a paragraph on the following page only if two lines or more can be carried over. A signature page must have at least two lines of text. Figure 4-9 shows an example of a standard naval letter.

DEPARTMENT OF THE NAVY  
NAVY RECRUITING STATION  
123 Main Street  
Any City, Florida 32507

5000  
Ser: NRS 101  
5 January 1995

From: Recruiter-in-Charge, Navy Recruiting Station, Any City, FL 02503  
To: Chief Recruiter, Navy Recruiting District, Big Town, FL 03459  
Via: Zone Supervisor, Central Zone, Chiefsburg, FL 06804

Subj: NAVAL LETTER FORMAT

Encl: (1) Material enclosed

1. This sample of a naval letter is provided for your use. The station information is centered as on letterhead. The number 5000 is the SSIC file number for general administration. The serial number is not required at the station level, but all naval letters should include the originator's code. The originator's code is decided upon locally. A good idea would be to use NRS and your station identification number.

2. Leave three lines after the end of the letter contents, then type the name of the individual who will be signing the letter centered on the fourth line.

I. M. SAILOR

Figure 4-9.—Standard naval letter.

### Business Letter

Use the business letter to correspond with agencies or individuals outside the Department of the Navy who are unfamiliar with the standard naval letter. The business letter also may be used for official correspondence between individuals within the Department of the Navy when the occasion calls for a personal approach.

**LETTERHEAD.**— Because the business letter has no From block, every copy that goes to addressees outside your activity must have a letterhead printed, typed, stamped, or reproduced from the original to show its origin.

**TEXT.**— Normally, business letters are single-spaced within paragraphs with two spaces between paragraphs. Don't number paragraphs. Indent the first lines of subparagraphs, which you may letter and number in standard letter fashion.



**COMPLIMENTARY CLOSE.**– Use Sincerely for the complimentary close of a business letter. Start typing at the center of the page on the second line below the text.

**SIGNATURE.**– Start all lines of the Signature block at the center of the page beginning on the fourth line below Sincerely. Type or stamp the following information: (1) the name of the signer in all capital letters, (2) military grade (spelled out), and (3) functional title.

**NOTE:** Refer back to figure 4-7, the sample letter to police or fire departments, for an example of a business letter.

## PUBLICATIONS

The following publications should be maintained at each recruiting station:

- Basic Military Requirements. NAVEDTRA 10054
- Military Requirements for Petty Officer Third Class. NAVEDTRA 12044, Military Requirements for Petty Officer Second Class. NAVEDTRA 12045, Military Requirements for Petty Officer First Class. NAVEDTRA 12046, Military Requirements for Chief Petty Officer. NAVEDTRA 12047, Military Requirements for Senior and Master Chief Petty Officer. NAVEDTRA 12048
- Navy Guide for Retired Personnel and Their Families. NAVPERS 15891
- Navy Driver's Handbook. NAVFAC MO 403
- Current ZIP Code Directory
- City directories (if available)
- Naval Reserve Officer Training Corps (NROTC) Bulletin for the current year

## DIRECTIVES

Directives required in the recruiting station take the form of instructions and notices. Our recruiting manual and the *Science and Arts of Navy Recruiting Manual*, COMNAVCRUITCOMINST 1133.6, are both instructions. Check the current

COMNAVCRUITCOM Notice 5215 for a full listing of effective instructions and notices that you should have on file in the recruiting station. It is important to keep these instructions up to date, make required changes as they are received, and watch for cancellation instructions. Wrong information is worse than no information.

## Instructions

Instructions remain in effect until they are superseded by another instruction or otherwise canceled by the issuing authority. When filing new instructions, look for the cancellation paragraph. It will tell you what instruction it is replacing or superseding.

## Notices

Notices should contain a cancellation date in the upper right-hand corner. They are to remain in effect for no longer than 1 year. A monthly purge of notices is recommended to avoid using outdated information. One of the most important notices in the recruiting station is the annual goaling notice. This notice not only details goals, but also may give important policy information for the fiscal year.

## CLAIMS AND REQUEST PROCESSING

Claims and requests must be handled quickly and accurately. The following paragraphs will cover two of the most recurrent claims and requests in recruiting, the OPE claims and requests for recruiting recognition. Since both involve the expenditure of government funds, you should carefully review all submissions for which you are responsible.

### OPE Claims

*Joint Federal Travel Regulations* (JFTR), NAVSO P-6034, provides reimbursement of OPE for military personnel whose primary assignment is to perform recruiting duty and who have incurred specified expenses in the course of those recruiting duties. Eligibility for this entitlement includes personnel other than recruiters, such as the CO, XO, EPO, CR, and ZS who, in the performance of their duties, are functioning as recruiters. Support personnel are not authorized reimbursement under the provisions of OPE.

## **REIMBURSABLE EXPENSE**

**LIMITATIONS.**– Claims for reimbursement must be explicit. Except in unusual circumstances, OPE claims should not exceed \$75 in any month. If your claim does exceed \$75 in any month, document the claim and attach an explanation. All legitimate claims are honored; however, you should not routinely exceed that amount. Receipts are required for all items claimed in excess of \$25. If a receipt is not available, attach an explanation as to why the receipt is not available. Reimbursable expenses are limited to the following:

- Snacks, nonalcoholic beverages, and occasional but not frequent lunches and dinners, when purchased by the member for prospective recruits, candidates, and their respective families or other individuals who directly assist in the recruiting effort

- Parking fees incurred while at itinerary stops and actually engaged in recruiting or processing applicants

- Official telephone calls

- Purchase of photographic copies of vital documents for prospective recruits; including birth certificates, school transcripts, diplomas, registration certificates, passports, duplicate alien registration cards, or doctors' letters required by the applicant

- Other small but necessary expenditures related to recruiting duty that the member must pay from personal funds

**MINI-DEP EVENTS.**– OPE funds are authorized to conduct mini-DEP events within the provisions of the JFTR, which allows the expenditure of OPE funds for prospective recruits and individuals who directly assist in recruiting. Expenditures for mini-DEP events are limited to the purchase of food and nonalcoholic beverages with a total cost not to exceed \$75 per event. Mini-DEP events must be approved in advance by the NRD CO.

**UNAUTHORIZED EXPENSES.**– The following examples of items are not authorized for reimbursement under OPE:

- Batteries for cameras

- Rental charge for information booth

- Keys for vehicle or office

- Maps

- Dry cleaning of curtains

- Street directories

- Auto repair or services

- Membership fees

- Parking fees when not engaged in recruiting

- Mileage for local and TEMADD travel

- Gratuities (tips)–should not be listed separately but should be included in the cost of reimbursable meals

- Photo/reprographic copies for meetings, office, and routine use

- Lodging for applicants

- COI events

- Flowers, greeting cards, and so on

**CLAIM SUBMISSION.**– Claims for reimbursement should cover only 1 calendar month and should be submitted, via the designated approving official, to supply no later than the 15th of the month following the period covered. The CO will designate in writing an E-8 or above attached to the command to approve OPE claims. NRDs will establish cutoff dates for OPE claims. Late claims should be submitted with written justification stating the reason for the delay via the XO for approval.

**Out-of-Pocket Expense Form.**– NAVCRUIT Form 7000/2 is designed to be used as a log of recruiter expenses. The size was specifically designed to fit into a uniform pocket. Instruct your recruiters to carry them at all times for recording their expenses when they are incurred. This simplifies the end-of-the-month claim submission process. Figure 4-10 shows a completed OPE form. The first entry shows the date, lunch, 2 (for the number of prospects), and the total amount of the luncheon bill. No further detail is necessary or desired.

**Claim for Reimbursement for Expenditures on Official Business.**— At the end of the month, the completed OPE form is tallied and attached to a Claim for Reimbursement for Expenditures on Official Business, Standard Form 1164. These forms are submitted to the designated official for approval. Approved claim forms are submitted to the LSO who verifies the arithmetic and ensures documentation is complete. Forms are then batched and forwarded to disbursing for payment.

**NOTE:** The Standard Form 1164 must include the annotation as shown in the From and To columns of the completed claim in figure 4-11.

**Claims for Reimbursement Other Than OPE.**— Claims for parking, tolls, and mileage incurred on official business may be made on a Standard Form 1164. Claims for tolls and parking should be accompanied by receipts or an explanation why a receipt is not available. Claims for mileage should include detailed odometer readings on a separate sheet of paper. Prior written approval from the CO must be obtained to use privately owned vehicles for official business. These claims should be submitted to the designated approving official, who may or may not be the same official that approves OPE claims.

**CLAIM FOR REIMBURSEMENT REPORT FOLDER.**— It is recommended that a copy be retained for each claim for reimbursement submitted, whether for OPE or other official expenditures. These can be annotated when checks are issued to cover the reimbursement. The folder should also contain blank claim forms and a copy of local instructions covering OPE claims.

### Recruiting Recognition Requests

The *Recruiting Referral Recognition Program*, COMNAVCRUITCOMINST 5305.1, establishes eligibility requirements and procedures for administration of the referral recognition program. ZSs are responsible for making sure this program is aggressively and quickly carried out at the NRS level.

**ELIGIBILITY.**— Any DEP members, officer candidates, Regular or Reserve Navy members, other service recruiters, and others who have contributed to Navy recruiting are eligible to receive recruiting referral recognition awards. Military and civilian personnel assigned or employed by Navy recruiting are not authorized any awards under this program.

CLAIMANT NAME		CLAIM PERIOD (MO. YY)	PAGE
SAILOR, I. M.		MM /YY	1
DAY	NATURE OF EXPENSE	NO. PROSPECTS/SFS	AMT.
DD	LUNCH	2	6.50
DD	SNACK + BEVERAGE	1	3.20
DD	BIRTH CERT. COPY	1	4.00
DD	LUNCH	1	4.50
DD	PARKING FEE ON I.T.	1	2.00
SUB-TOTAL			20.20

OPE CLAIM NAVCRUIT 7000/2 (9-84)

DAY	NATURE OF EXPENSE	NO. PROSPECTS/SFS	AMT.
DD	SNACK + BEVERAGE	2	4.20
DD	LUNCH	1	3.80
DD	PARKING FEE- MEPS	2	4.00
DD	SNACK + BEVERAGE	2	5.60
DD	LUNCH	1	4.50
DD	BIRTH CERT. COPY	1	4.00
PAGE TOTAL			46.30

NAVCRUIT 7000/2 (9-84) (Back)

U.S. Government Printing Office: 1984-700-700  
49NVM023

Figure 4-10.—Out-of-Pocket Expense Form, NAVCRUIT Form 7000/2.

**AWARDS.**— The awards structure for this program includes referral recognition awards, general recruiting referral recognition awards, and the nuclear power officer candidate (NUPOC) award.

**Referral Recognition Awards.**— These awards are used to recognize those Navy members who provide referrals that result in new contracts. Officer candidates and members in enlisted DEP or initial entry training, including those who were never in DEP, are eligible to receive the referral recognition awards. Awards include a hip pack, honorary recruiter card, sweat shirt, letter of appreciation from the NRD CO, certificate of appreciation from CNRA, E-2 and E-3 advancement, CNRC letter of commendation, certificate of commendation, and lapel pin. Specific requirements are listed in COMNAVCRUITCOMINST 5305.1

**General Referral Recognition Awards.**— Recruiting referral recognition awards, with the exception of hip pack, sweat shirt, and advancement, are authorized for recipients who are non-DEP personnel.

<b>CLAIM FOR REIMBURSEMENT FOR EXPENDITURES ON OFFICIAL BUSINESS</b>		1. DEPARTMENT OR ESTABLISHMENT, BUREAU, DIVISION OR OFFICE <div style="text-align: center;">NRD ADDRESS</div>		2. VOUCHER NUMBER  3. SCHEDULE NUMBER		
Read the Privacy Act Statement on the back of this form.						
CLAIMANT	a. NAME (Last, first, middle initial) <div style="font-size: large;">SAILOR, IRA M.</div>		b. SOCIAL SECURITY NO. <div style="font-size: large;">000-00-0000</div>		5. PAID BY	
	c. MAILING ADDRESS (Include ZIP Code) <div style="font-size: large;">123 MAIN ST PENSACOLA, FL 32570</div>		d. OFFICE TELEPHONE NUMBER <div style="font-size: large;">(904) 555-1212</div>			
6. EXPENDITURES (If fare claimed in col. (g) exceeds charge for one person, show in col. (h) the number of additional persons which accompanied the claimant.)						
DATE	C O D E	Show appropriate code in col. (b): A-Local travel B-Telephone or telegraph, or C-Other Expenses (Itemized)		MILEAGE RATE \$	AMOUNT CLAIMED	
19__		(Explain expenditures in specific detail)		NO. OF MILES (e)	MILEAGE (f)	FARE OR TOLL (g)
(a)	(b)	(c) FROM	(c) TO			
		<div style="font-size: small;">*THIS CLAIM FOR REIMBURSEMENT OF EXPENSES INCURRED IN THE PERFORMANCE OF OFFICIAL RECRUITING DUTY IS SUBMITTED IN ACCORDANCE WITH JTR, VOL I, PART L, ART M5600, FOR THE PERIOD <u>YYMMDD</u> THROUGH <u>YYMMDD</u>. THE ATTACHED NAVCRUIT 7000/2 FORMS CONSTITUTE THE ITEMIZED LIST OF EXPENSES REQUIRED BY ARTICLE M56001.*</div>				
SUBTOTALS CARRIED FORWARD FROM THE BACK						
7. AMOUNT CLAIMED (Total of cols. (f), (g) and (h)) \$ <span style="font-size: large;">46.30</span>				TOTALS		46.30
8. This claim is approved. Long distance telephone calls, if shown, are certified as necessary in the interest of the Government. (Note: If long distance calls are included, the approving official must have been authorized, in writing, by the head of the department or agency to so certify (31 U.S.C. 680a).)  <div style="text-align: right;">Sign Original Only</div>				10. I certify that this claim is true and correct to the best of my knowledge and belief and that payment or credit has not been received by me.  <div style="text-align: right;">Sign Original Only</div>		
APPROVING OFFICIAL SIGN HERE		DATE		CLAIMANT SIGN HERE <span style="font-size: large;">Ira M. Sailor</span>		DATE <span style="font-size: large;">YYMMDD</span>
9. This claim is certified correct and proper for payment.  <div style="text-align: right;">Sign Original Only</div>		DATE		11. CASH PAYMENT RECEIPT a. PAYEE (Signature)  b. DATE RECEIVED  c. AMOUNT \$		
AUTHORIZED CERTIFYING OFFICER SIGN HERE		DATE		12. PAYMENT MADE BY CHECK NO.		
ACCOUNTING CLASSIFICATION						

1164-210
STANDARD FORM 1164 (Rev. 11-77)  
Prescribed by GSA, FPMR (CFR 41) 101-7

49NVM024

Figure 4-11.-Claim for Reimbursement for Expenditures on Official Business, Standard Form 1164.

**Nuclear Power Officer Candidate Award.**– CNRC headquarters awards a NUPOC jacket to each individual who provides a referral during interview by Director, Division of Naval Reactors. Applicants who do not provide a referral at that time, but who do make a referral after the interview, are also awarded a NUPOC jacket.

**RECRUITING REFERRAL RECOGNITION REPORTS FOLDER.**– A copy of each Recruiting Referral Recognition Request, NAVCRUIT 5305/1, should be kept in the folder. The following folder composition is suggested. Keep a copy of the form you have submitted on the right side of the folder. As awards are issued, they are returned with a completed copy of the request. Simply pull the copy on the right

side of the folder and file the copy received from the NRD on the left side of the folder. This is an easy way to account for pending and issued recognition requests. You may also want to include blank forms and a copy of COMNAVCRUITCOMINST 5305.1.

**TIMELINESS OF RECOGNITION.**– As with any form of recognition, timeliness is extremely important. Make sure you submit requests as soon as possible after the support is given. Follow up on pending requests and present awards to those who have earned them at the earliest opportunity. Short delays to make the presentations at DEP meetings or other gatherings that provide public recognition are acceptable and preferred.

